



GENERAL SAMPLE AND PRODUCTION PROCESS.

Sample Preparation:

To initiate the sample creation process, we ask you to provide us with the necessary sample bottles, along with a Purchase Order (PO). If you are unable to provide more than 10 units of undecorated bottles/candles, we will advise how many units we can produce based on the available quantity. Additionally, we require an artwork that will be used for the bottle decoration. The artwork should include specific details like Pantone colour references and any design guidelines that need to be adhered to e.g. spray transparency level, print measurement height and so forth. It is crucial to ensure that all files (for print) are vectorised to allow compatibility with our screen-making process to avoid delays or inconsistencies during decoration.

Sample Production:

After receiving the necessary materials, the sample production begins. This process typically takes approximately 2 weeks. During this time, your bottles will be decorated according to the provided artwork and we aim to provide 5-8 good units, however this can vary depending on how many clear glass/plastic vessels are sent to us. Once the samples are completed, they will be shipped to you for review. Along with the physical samples, a sample sheet will be provided, which outlines the details of the decoration, as well as a new Dekorprint reference for your records.

Sample Review:

Upon receiving the decorated samples, we will ask you to conduct a thorough review to ensure the product meets your expectations. Check the decoration, colour accuracy (especially the Pantone matches), and overall design quality. Once satisfied, select one sample to sign off on as the approved version. This signed sample will need to be returned to our office to confirm your approval. It acts as a reference for future production runs, ensuring consistency in the final product. We will also retain a sample, to be used as a back up to avoid production delays in the case the original approved sample is accidentally

Assigned Dekor8 Item Code:

After approval of the sample, we will assign a unique Dekor8 item code for your product. This code will be linked to your SKU and will serve as an identifier for all future communications and orders regarding this specific item. It helps streamline the process of reordering and tracking the product. Any revisions to the product specification will result in a new reference being provided if necessary.

Order Placement and stock allocation:

To place an order for full production, we require formal Purchase Order (PO) directly to our team. In order for us to process and schedule your order as efficiently as possible, we will send you a list of items your PO must contain. Concurrently, if you are supplying the bottles/candles then we will ask you to arrange for the bottles to be delivered to our facility. Shipping details, including timing and any specific instructions, should be coordinated via email at deliveries@Dekor8.co.uk. Ensuring the bottles arrive in good condition and in the correct quantity is crucial for keeping production on schedule. All goods are checked and counted on arrival therefore if any pallets/boxes are damaged we will inform you on the same day the goods have been received with photos of the consignment on the lorry, before unloading. We will ensure accurate stock allocation through detailed pallet labels, and we will manage your inventory internally, from the time it arrives at our facility until it is dispatched.

Production:

Once all the necessary materials have been received (vessels, PO and finalised artwork), production will commence. The decoration process typically takes between 4 to 6 weeks, depending on our production schedule and capacity at the time. Factors such as the complexity of the design, colour application, and volume of bottles can influence the production timeline. We will keep you informed if any delays are anticipated. If we encounter any issues with your glass during production, we will also inform you immediately with a solution

Finalization:

Upon completion of the production run, you will receive an email with a packing list and invoice. If there has been a shortfall in production due to a fault in the glass, we will outline the total quantity and clearly highlight any discrepancies. It is essential to review this invoice for accuracy and ensure timely payment to avoid any delays in shipping. Any discrepancies in the invoice or final count should be communicated immediately so they can be resolved before shipment.

Shipping:

Once payment is confirmed, your order will be processed for shipment. We aim to ship within 24 to 48 hours of payment confirmation. The shipment will be accompanied by a delivery note that includes details of the pallet contents. If you have a preferred transport company, you are more than welcome to arrange collection also. Upon receiving the shipment, inspect the pallet thoroughly for any signs of damage. If any bottles or packaging appear damaged upon delivery, it is important to document the damages and report them immediately to our team so that the issue can be resolved efficiently.

This expanded process ensures clear communication at each step, helping to maintain quality and timelines throughout the production cycle.